

<u>Start</u>	<u>6 MO</u>	<u>12 MO</u>	<u>24 MO</u>
\$16.83	\$17.62	\$18.59	\$19.53

**Position: Full-time**  
Union: Local 3377-A  
Available: Immediately

## Information Technology Technician

### Information Technology Department

*AFSCME Local 3377-A Union applicants meeting minimum qualifications per section 9.03 of union contract have preference.*

This position will perform highly technical support services including hardware, software, and related equipment/supplies selection for Grant County.

#### **MINIMUM QUALIFICATIONS**

##### Education:

- Associate's Degree in Computer Science, Management Information Systems or related field
- Technical certifications are a plus
- Valid driver's license and access to dependable transportation

##### Experience:

- Two (2) to four (4) years of progressive information systems support experience
- Experience in multi-platform system integration, troubleshooting, and servicing

Note: Equivalent combinations of job related education and experience may be considered.

A [Grant County application for employment](#) and [job description](#) may be obtained at [www.co.grant.wi.gov](http://www.co.grant.wi.gov) or the Grant County Personnel Department (608-723-2540). **Letter of interest, resume and application** must be on file, completely filled in, no later than 4:00 p.m. on July 9, 2010 to:

**Grant County Personnel**  
111 S Jefferson St.  
Lancaster WI 53813

*This is an **Affirmative Action/Equal Employment Opportunity employer** (AA/EEO). All qualified applicants are encouraged to apply including minorities, veterans, women, and persons with work related limitations.*

## **GRANT COUNTY JOB DESCRIPTION**

**TITLE:** Information Technology Technician

**DEPARTMENT/ AGENCY:** Information Technology

**GOVERNING COMMITTEE:** Public Property & Technology Committee

**IMMEDIATE SUPERVISOR:** Information Technology Director

**PAY RANGE:** 1 (AFSCME Union Local 3377-A)

**FLSA:** Non-Exempt

### **NATURE OF WORK**

This position will perform highly technical support services including hardware, software, and related equipment/supplies selection for Grant County.

### **MINIMUM QUALIFICATIONS**

#### **Education:**

- Associate's Degree in Computer Science, Management Information Systems or related field
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- Valid driver's license and access to dependable transportation

#### **Experience:**

- Two (2) to four (4) years of progressive information systems support experience
- Experience in multi-platform system integration, troubleshooting, and servicing

Note: Equivalent combinations of job related education and experience may be considered.

#### **Knowledge, Skills and Abilities:**

- Must be able support and integrate a wide range of computer software
- Solid working knowledge of Windows and Windows networking, and other related equipment in order to do the functions of the job
- Must possess a logical method of troubleshooting, either hardware or software, to come to a quick and permanent resolution; questions should be asked and a structured process followed in order to resolve the issue
- Ability to determine if the problem is hardware or software related and take the appropriate steps in resolving the issue
- Excellent interpersonal communications skills; ability to communicate effectively, orally and in writing, with clients such as County Department Heads and computer users; I.S. personnel; vendor representatives; and other government agencies
- Ability to exercise good professional judgment, decisiveness and creativity
- Maintain confidentiality in matters not for public review
- Ability to be organized and self-motivating; and to prioritize workload in order to meet deadlines

### **ESSENTIAL FUNCTIONS**

- Provide high-quality Information Services and consulting to all County departments
- Assist in monitoring and troubleshooting computer network (LAN/WAN) connections
- Follow current data backup and disaster recovery plans; including daily, weekly, and monthly data backups
- Assist in designing and supporting web pages to share information with County staff and citizens
- Issue purchase orders and vouchers regarding IS expenditures

- Review, evaluate, and test computer hardware and software for potential application for County use
- Install and maintain computer hardware/software that includes the mid-range AS/400 system, desktop, and laptop PCs, printers, copiers and related equipment, and any local/network applications
- Support of modems, communications lines, network equipment, and Internet connections
- Assist in analyzing and designing computer projects before implementation
- Assist in conducting feasibility and needs analysis studies related to I.S.
- Provide user support and training regarding computer hardware/software
- Provide technical support of end users through PC connectivity in WIN95/98/NT, WIN2000 and XP environment interfacing with network operating systems and the AS/400
- Maintain systems standards
- Provide technical system support to ensure that Grant County is compliant with privacy and security provisions, including, but not limited to, Health Insurance Portability and Accountability Act of 1996 (HIPAA)
- Assist in developing and maintaining systems documentation
- Order, distribute and monitor computer supplies
- Perform more advanced administrative tasks such as adding users, resetting passwords, granting users access to requested applications, installing print servers, and adding print queues

### **SUPERVISION RECEIVED**

General and specific assignments are received and work is performed according to methods and procedures with allowance for independence in judgments in accomplishing the assignments.

### **ENVIRONMENTAL FACTORS**

Works in a general office setting. Ability to operate office equipment such as a computer terminal (for an extended time period), calculator, photocopier, multi-line telephone, etc. Must be able to exert moderate physical effort in sedentary to medium work activity, typically involving some combination of stooping, kneeling, crouching, lifting, carrying, pushing and pulling. May be required to work evenings/weekends to install and maintain the computer equipment.

### **CLOSING STATEMENT**

This description has been prepared to assist in evaluating duties, responsibilities and skills of this position. It is not intended as a complete list of specific responsibilities and duties, nor is it intended to limit duties to those listed. It is understood that the supervisor has the right to assign, direct, and modify duties and responsibilities.

Revised 1/1/2010